



Business Gateway



Governance Board Meeting
August 4, 2005



- Welcome and Introduction
- Business.gov Activities & Timeline
- FY 07 Budget and Funding Model Discussion and Vote
- Q&A and Next Steps



Purpose:

- Obtain consensus on Business Gateway's budget for FY 07
- Vote on the allocation model (Three-Criteria Model or Five-Criteria Model)

Expected Outcomes:

- Decision for budget for FY 07
- Agreement on funding allocation model



➤ **Target audience:**

- Emerging, small, and medium businesses; generalists within large businesses

➤ **Mission:**

- Provide a single access point for businesses to easily find government information, including forms and compliance resources and tools
- Reduce regulatory paperwork burden on businesses through easier data submission



➤ **To businesses:**

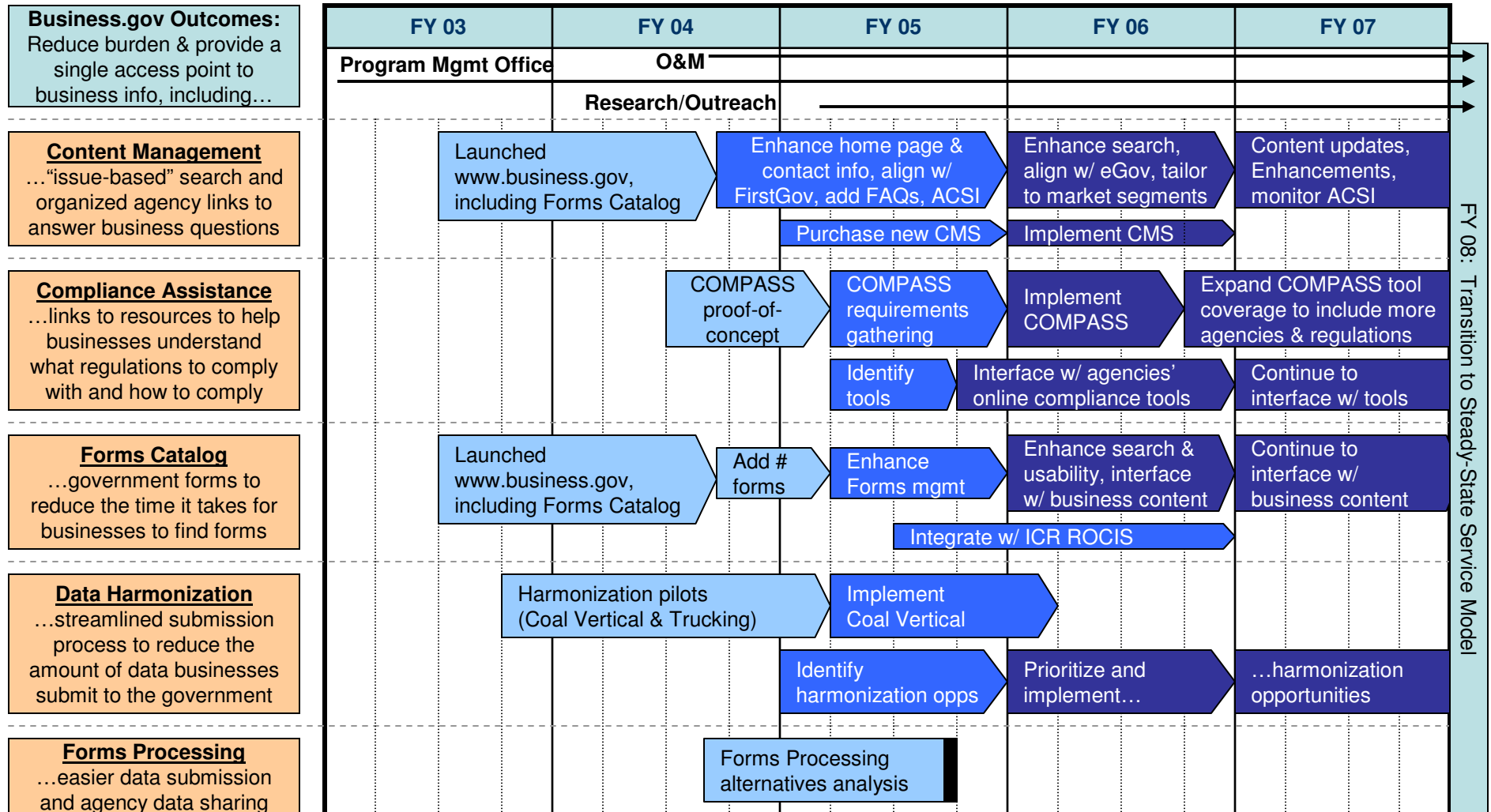
- Increased access to federal resources
- Reduced time and difficulty in locating government information*
- Reduced costs to businesses in the form of time savings or cost avoidance*
- Increased understanding of what regulations to comply with and how to comply*
- Finding forms in one location

➤ **To agencies:**

- Compliance with Paperwork Reduction Act, Government Paperwork Elimination Act, and the Small Business Paperwork Relief Act
- Activities in BG will reduce paperwork burden for agencies through harmonization efforts (impact to information collection budget)
- Reduced number of “misdirected” calls, saving time responding to unnecessary inquiries**
- Greater integrity of data submitted by businesses, reducing the clerical time required for data reconciliation and correction**
- Increased Federal agency interaction with the business community

*To be measured using online customer satisfaction survey beginning FY 05

**To be measured using partner agency survey beginning FY 06





Business.gov Activities & Timeline



➤ **Purpose**

- Reduce burden on businesses and provide a single access point for businesses to easily find government information by offering “issue-based” search and organized agency links to answer business questions

➤ **Short-Term Goals: Implement (FY 05)**

- Enhance business.gov to include SBPRA contact information and FAQs
- Align w/ FirstGov
- Add online customer satisfaction survey (ForeSee’s ACSI survey)
- Purchase new Content Management System (CMS)

➤ **Mid-Term Goals: Continue to Implement (FY 06 - FY 07)**

- Implement full search consistent with government-wide policy
- Align w/ other eGov initiatives including e-Loans, e-Authentication
- Tailor the home page to market segments (small, medium, large business)
- Implement new CMS
- Monitor customer satisfaction (ForeSee’s ACSI) and make enhancements based on feedback

➤ **Long-Term Goals: Steady State (FY 08 and beyond)**

- Continued enhancements to keep the portal relevant
- Automated content updates
- Maintain www.business.gov, including forms catalog and compliance tools
- Monitor customer satisfaction (ForeSee’s ACSI) and make enhancements based on feedback

➤ **Benefits**

To businesses:

- Reduced costs to businesses in the form of time savings or cost avoidance
- Reduced time and difficulty in locating government information and forms
- Easy access to federal resources to help businesses

To agencies:

- Reduced number of “misdirected” calls, saving time responding to unnecessary inquiries
- Easy to maintain business information between agency and www.business.gov
- Increased federal agency interaction with the business community

# Visits to business.gov Per Month in FY 05	
Month	# Visits
October	132,776
November	135,662
December	128,408
January	263,080
February	270,076
March	314,772
April	314,710
May	301,208
June	303,362



➤ **Purpose**

- Reduce burden on businesses and provide a single access point for businesses to easily find government information by offering **links to resources to help businesses understand what regulations to comply with and how to comply**

➤ **Short-Term Goals: Implement (FY 05)**

- Complete COMPASS requirements

➤ **Mid-Term Goals: Continue to Implement (FY 06 – FY 07)**

- Implement COMPASS
- Expand COMPASS tool coverage to include more agencies & regulations
- Identify and interface w/ agencies' online compliance tools

➤ **Long-Term Goals: Steady State (FY 08 and beyond)**

- Expand COMPASS tool coverage to include more agencies & regulations
- Continue to interface w/ agencies' online compliance tools
- Refresh COMPASS tool to ensure relevance

➤ **Benefits**

To businesses:

- Reduced time and difficulty in locating government information and forms
- Reduced compliance costs to businesses in the form of time savings or cost avoidance
- Increased understanding of what regulations to comply with and how to comply

To agencies:

- Compliance with Paperwork Reduction Act, Government Paperwork Elimination Act, and the Small Business Paperwork Relief Act
- Reduced number of “misdirected” calls, saving time responding to unnecessary inquiries



- **Purpose**
 - Reduce burden on businesses and provide a single access point for businesses to easily find government information by offering **government forms to reduce the time it takes for businesses to find forms**
- **Short-Term Goals: Implement (FY 05)**
 - Add to the number of forms and refine which forms to include
 - Enhance internal Forms management, i.e., forms check-in process easier for agencies
 - Begin to integrate with ICR ROCIS
- **Mid-Term Goals: Continue to Implement (FY 06 – FY 07)**
 - Complete integration with ICR ROCIS
 - Enhance search & usability & fully interface w/ business content (costs are covered by the Compliance Assistance lane budget)
 - More clearly delineate access to business-facing forms via www.business.gov and to citizen-facing forms via www.first.gov
- **Long-Term Goals: Steady State (FY 08 and beyond)**
 - Continue to interface w/ business content (costs are covered by the Compliance Assistance lane budget)
- **Benefits**
 - To businesses:**
 - Reduced time and difficulty in locating government information and forms
 - Finding forms in one location
 - To agencies:**
 - Compliance with Paperwork Reduction Act, Government Paperwork Elimination Act, and the Small Business Paperwork Relief Act

Total Visits to the Forms
Catalog in June FY 05:
89,051



- **Purpose**
 - Reduce burden on businesses by offering **streamlined submission process to reduce the amount of data businesses submit to the government**
- **Short-Term Goals: Implement (FY 05)**
 - Implement Surface Coal Mining 'Vertical'
- **Mid-Term Goals: Continue to Implement (FY 06 – FY 07)**
 - Complete implementation of Coal Vertical
 - Identify harmonization opportunities, using lessons learned from the Coal Vertical and Trucking pilots
 - Prioritize and implement harmonization opportunities
 - Interface harmonization opportunities with www.business.gov
- **Long-Term Goals: Steady State (FY 08 and beyond)**
 - Continue to implement harmonization opportunities
- **Benefits**
 - To businesses:**
 - Reduced costs to businesses in terms of time savings or cost avoidance and fewer compliance requirements
 - To agencies:**
 - Compliance with Paperwork Reduction Act, Government Paperwork Elimination Act, and the Small Business Paperwork Relief Act
 - Greater integrity of data submitted by businesses, reducing the clerical time required for data reconciliation and correction



The funding workgroup recommends the following options:

- **Model A (Five Criteria)*** same as FY06:
 1. Agency discretionary budget
 2. Number of forms currently in the Forms Catalog
 3. Total Information Collection Requests (ICR)
 4. Total Annual Number of Respondents to those ICRs
 5. Total Burden Hours created by those responses
- **Model B (Three Criteria):**
 1. Agency Discretionary Budget
 2. Number of forms currently in the Forms Catalog
 3. Composite Burden on Business (average of ICRs, Respondents, and Burden Hours)

*Metrics will be refined to calculate a new FY 08 funding algorithm.